

Brent Holmes swimming Academy
and
Neptune Aquatics swimming club
“Towards Excellence”

Tel: 051-4460063
Cell: 0836235745
Email: neptuneaquatics@mweb.co.za
Web: www.neptuneaquatics.co.za

Dear Parent/Swimmer,

Welcome to Brent Holmes swimming Academy and Neptune Aquatics. It is an honour and privilege to be afforded the opportunity to work with you.

Please find hereunder important information pertaining to our terms and conditions as well as our general coaching and teaching rules.

Most important is that we strive to continue to offer Excellence in training and customer service and invite you to contact me personally on neptuneaquatics@mweb.co.za or my cell no 0836235745 for any suggestions or queries you might have. Please note I cannot take calls during my coaching lessons and therefore recommend you mail me with your queries which I will answer after training sessions.

You have entered into a coaching/teaching agreement the contents of which are summarised hereunder. Please make sure you take the time to read and understand the agreement to avoid any misunderstanding.

We are limited to space and time at all our coaching and teaching facilities and therefore wish to draw your attention to the rules pertaining to bookings. Please also note that it is your responsibility to adhere to all the facility rules in addition to our coaching and teaching rules.

We are extremely proud of the fact that we offer the best available training facilities. Our coaching staff have been selectively appointed to ensure our training philosophy and coaching Excellence strategy is strictly adhered to at all times and all our staff is SSA qualified and registered ensuring both quality and accountability.

Kindly
Brent Holmes
Head Coach/Owner
Brent Holmes Swimming Academy/Neptune Aquatics

Terms

1. All coaching/teaching fees are payable monthly in advance by no later than the last working day of Each Month.
2. No Water Safety/Learn To Swim/Coaching bookings can be confirmed for the new month until full payment and settlement of coaching and teaching fees are paid in full, further we reserve the right to deny our coaching services and to allocate your booking space and time to another swimmer if fees are not settled by due date.
3. We accept payment via EFT or Direct bank deposit only. When making payment please use the name as it is reflected on the invoice as your reference so funds can be accurately allocated. EG. Reference **SWIMMERS NAME (as indicated on invoice)**.
4. Invoices will be automatically generated and mailed on the 25th of each month.
5. 2 months written notice is required should you wish to cancel the agreement for any reason and this should be mailed to neptuneaquatics@mweb.co.za. WhatsApp and text message will not be accepted.
6. Accounts will continue to be generated and payment expected until written notice has been received. All legal and recovery costs for overdue accounts including interest will remain the responsibility of the Swimmer/Parent or Legal Guardian.
7. Lessons or swimming sessions missed cannot be carried over for credit.
8. There is no swimming on Public holidays unless requested by the Head Coach.
9. Swimming lessons for December will be for the first 3 weeks and the last 3 weeks for January. All swimming fees for December and January are due payable.
10. Our annual swimming fee increase will be the 1st of January each year.

Coaching and Teaching rules

1. No parents to interfere or on pool deck during teaching or coaching sessions.
2. It is the responsibility of all swimmers to ensure they correctly attired and have all the required training equipment at lessons.
3. We cannot take any responsibility for the safety or behaviour of swimmers at the conclusion of lessons. It is the responsibility of parents to ensure that the facilities rules are respected prior to and after lessons.
4. We have a "No Bulling policy" and the safety of all swimmers is our priority, we therefore reserve the right to remove any swimmer from the pool who we deem to be disruptive or putting the safety of any swimmer in jeopardy.
5. It is the responsibility of all swimmers and parents/Guardians to familiarise themselves with and abide by the facilities, FSA and SAA rules and code of conduct at all times.
6. Correct and complete club uniform is required at all club competitions.